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| **Role Purpose**  | **Accountabilities**  | **Qualifications, skills, specialist knowledge & experience**  | **Competencies & behaviours**  |
| **Function Purpose**:  * Gather, analyse, validate and interpret data from a variety of sources and formulate complex datasets into actionable insights that drive customer and commercial benefits.
* Apply established RCA methodologies and problem-solving techniques to identify underlying issues, trends and opportunities for business improvement and cost management.
* Use statistical analysis and visualisation models/tools/techniques to explore data, identify causes, and present findings to technical and non-technical stakeholders in a clear and coherent way to enable robust decision making.
* Engage and collaborate with key stakeholders, function managers, and product owners across the consumer division to develop a comprehensive understanding of the data available and how those datapoints interrelate.
* Work with the product governance and wider consumer team to curate dashboards, resolve incidents, support project delivery, and develop local reporting capability.
* Establish a strong working relationship with the wider technical community including DM&A, Finance, Pricing and Data Scientists

  **Reports to:**  Senior Product & commercial Manager **Key Relationships:**  Product team, Data insight teams, Data Mining teams    | **Key Accountabilities**  * Ability to provide detailed insight into operational performance variance at macro & micro level
* Liaison with key business areas to ensure that inputs into modelling and pricing are met
* Performance analysis of cost & service drivers to define transformation / business improvement opportunity.
* Provide analytical support and insights into day-to-day Trading issues and opportunities.
* Predominantly focussed on Product performance and insight in order to drive improvements, quality & service levels
* Tangible examples of contribution to business performance / Ops main KPIs as agreed annually

 **Key Performance Indicators:** * Influence across all key performance indicators, primarily concerned with product performance (cost management, supplier performance, profitability) and customer outcomes (NPS, quality assurance, complaints, fair value, regulatory compliance)
 | **Skills/Knowledge/Experience** **Required** * Strong analytical, communication and stakeholder management skills with a desire to drive continuous improvement
* Impeccable attention to detail which is highlighted with previous success Operational environment
* Strong Excel/SQL skills and a good understanding of analytical methodologies, processes and techniques
* Demonstrable analytical skills with the ability to provide insight and present in a way that gives clarity, confidence and certainty to the audience
* Experience in different approaches to data analysis, statistical modelling including planning, gathering and challenging quality of data from various sources
* Excellent statistical approach to problem solving
* Experience using machine learning and advanced analytics approaches to solve business problems
* Appreciation of building machine learning models using techniques such as forecasting, time series analysis and optimisation
* Proven ability to translate technical concepts to non-technical colleagues and stakeholders

 **Desired experience** * Academic background or previous employment to evidence competence in statistical modelling & turning complex data into digestible insights
* Driving improvement in remote workforce and office based contact centre environments desirable.
* Expert Excel
* SQL capability, particularly deciphering data tables and cube construct.
 | **Personal Attributes:**  * Appetite to learn and innovate
* Strong communication skills
* Highly motivated
* Well organised with good planning skills
* Team player
* Influencing skills

  **Capabilities/Strengths:**  Core competencies: * Leading Change – Level 3
* Continuous Improvement- Level 3
* Interpersonal and Influencing – Level 3
* Judgement and Decision Making – Level 3
* Developing Self & Others – Level 3
* Achievement Drive – Level 4

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| **ROLE Title:** | Data Analyst – Consumer Roadside | **Date:** | July 25 |
| **GRADE:** | C | **Business Unit:** | Consumer Roadside |